

**Massachusetts Department of Public Health
Office of Patient Protection**

**Decisions for Cases Eligible for External Review
By External Review Agency
January – September 2004**

	Total #	Upheld	Overturn	Partial	Expedited			Open
	of Cases			Overturn	Upheld	Overturn	Partial	
External Review Agency							Overturn	
Center for Health Dispute Resolution (CHDR)	49	19	14	2	3	6		5
Island Peer Review Organization (IPRO)	50	21	9	4	7	5	2	2
Hayes Plus	54	25	8	4	7	4		6
Total	153	65	31	10	17	15	2	13

Percentage of External Review Agency Decisions Upheld and Overturned in 2004

*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	66	52%	48%
Cosmetic/Reconstructive	10	20%	80%
Dental Care	0	0%	0%
Diagnostic Services	4	75%	25%
Durable Med. Equipment	2	50%	50%
Experimental	7	29%	71%
Infertility Services	20	35%	65%
Inpatient Care	6	33%	67%
Outpatient Care	14	21%	79%
Pharmacy	5	20%	80%
Rehabilitative Services	6	50%	50%
Totals	140	41%	59%